
CPND

CPND Overview

Call Party Name Display (CPND) displays the source of an incoming call to the called station user. The CPND data is associated with a DN, and not with any particular station. If CPND data is assigned to a DN, it may be associated with multiple stations.

The CPND Administration module is separate from the Station Administration module. CPND Administration lets you create, maintain, change, and report on single and multi-line CPND information. CPND Administration data defines the setup for each customer's CPND configuration and CPND Name data defines the display parameters for DNs used by a particular customer. Station configuration data and CPND data are separate within Meridian 1 and are treated as separate files within MAT.

CPND data for a station is accessible through the Station Administration module. The CPND button in the DN list of the Station module allows you to maintain CPND information directly from the DN list. This is particularly convenient if several DNs are to be linked back to the name for this station.

CPND is provided as a separate module to allow you to directly enter CPND data for DNs, Dial Intercom Groups, or DNIS IDC. The display of MAT CPND records shows the synchronization status and can be used to selectively synchronize this data with the Meridian 1 system.

CPND Data Considerations

You should be aware of the following considerations when using the CPND Administration function of Station Administration.

CPND Names vs. Station Names

The name defined for CPND need not necessarily be the same as that defined for a station end user on the face of the station graphic. The Station Configuration Name is only maintained in MAT and is not stored in the Meridian 1. The name stored by MAT is the CPND associated with a particular DN.

In most cases, the name on the station graphic is also the name associated with a DN of the station. MAT allows you to link the name on the graphic with one or more of the DNs on the station. To link the name on the graphic with a DN, fill in the location of the set in the “get name from location” field on the Name dialog.

If the name data is linked in this manner, the first and last names in the name dialog will be filled in and grayed. The data can only be changed from the station graphic. In order to remove the linkage, remove the location from the “get name from location” field in the Name dialog.

The CPND Name information is accessed in either the Station module (from a CPND function button in the DN list dialog) or the CPND module. All CPND data is synchronized with the Meridian 1 system using Overlay 95 (and not with the CPND prompt in Overlays 10 or 11 as in recent versions, Release 19, of the Meridian 1 system).

CPND Synchronization

CPND and Station synchronization are separate functions. They are only connected if CPND data is defined from the Station DN list, or if the CPND name is taken from the Name field of the Station Administration module.

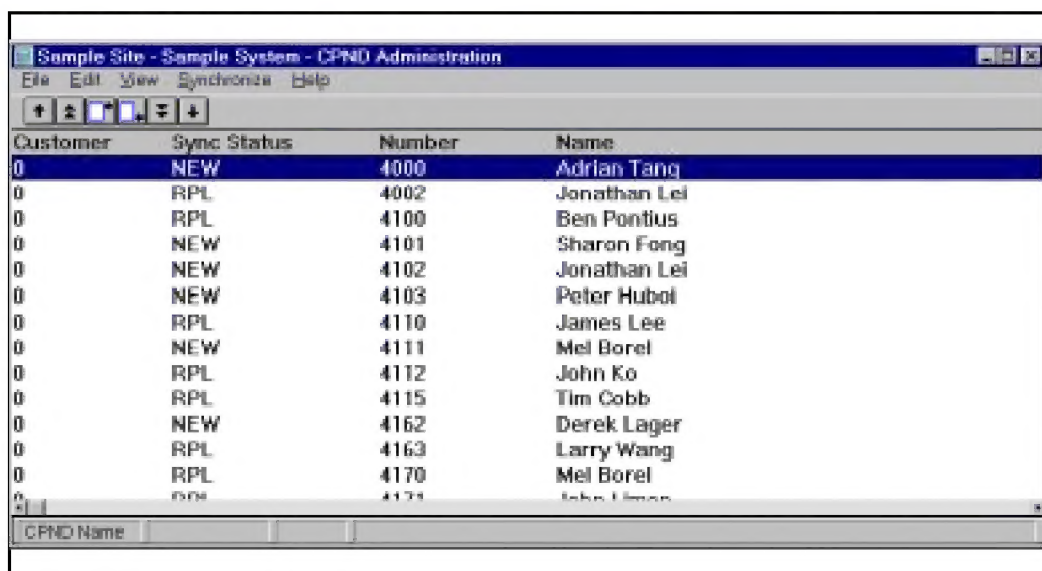
In some cases, MAT is aware of such a connection. If MAT is in Maintenance mode, the system automatically attempts to synchronize the new CPND information when the station is transmitted. In installation mode, you must synchronize CPND data separately from within the CPND module.

The CPND Module

The MAT CPND Administration module allows access to the CPND data for a single Meridian 1 system. When you open the CPND module, a list of name data contained within MAT is displayed. If the data has not yet been retrieved from the Meridian 1 or added to the MAT database, the window contains no data.

Figure 14 shows the MAT CPND Administration window as first displayed.

Figure 14
CPND Administration window



The screenshot shows a window titled "Sample Site - Sample System - CPND Administration". It has a menu bar with "File", "Edit", "View", "Synchronize", and "Help". Below the menu bar is a toolbar with icons for adding, deleting, and other functions. The main area contains a table with four columns: "Customer", "Sync Status", "Number", and "Name". The table lists 14 rows of data. At the bottom of the window, there is a section labeled "CPND Name" with a text input field.

Customer	Sync Status	Number	Name
0	NEW	4000	Adrian Tang
0	RPL	4002	Jonathan Lei
0	RPL	4100	Ben Pontius
0	NEW	4101	Sharon Fong
0	NEW	4102	Jonathan Lei
0	NEW	4103	Peter Hubol
0	RPL	4110	James Lee
0	NEW	4111	Mel Borel
0	RPL	4112	John Ko
0	RPL	4115	Tim Cobb
0	NEW	4162	Derek Lager
0	RPL	4163	Larry Wang
0	RPL	4170	Mel Borel
0	RPL	4171	John Kim

Accessing CPND Data

The MAT CPND Administration window allows you to configure CPND blocks. After CPNDs are configured, you can configure Name data for stations.

CPND Administration View

With **View - CPND** selected, the CPND Administration window displays the list of CPND blocks configured for the system. The following information is displayed for each customer:

- Customer: The customer number as defined in the system configuration.
- Sync Status: See CPND Name view for more detail.

The data in the window is part of the CPND Administration data stored in MAT. The complete configuration data for this system is available as described in the CPND Data Change section of this document.

CPND Name View

With **View - Name** selected, the CPND Administration window shows a list of names defined in the open system. The following headings define the data for each station displayed:

- Customer: The customer number that uses this DN.
- Number: The DN using the CPND data.
- Name: The defined CPND name (not the name of a station user unless called for in the Location field).
- Location: The optional unique station Location for the CPND name source.

Sync Status: An indication of whether Meridian 1 data and the data in MAT are synchronized. The following list defines the status for CPND data:

- **NEW**: CPND data defined in MAT that has never been uploaded to the Meridian 1.
- **TRN**: The CPND data is synchronized with Meridian 1.
- **CHG**: Data has been changed in MAT but the change has not been sent to the Meridian 1.
- **RPL**: Data defined in MAT to replace synchronized name data.
- **OUT**: Synchronized CPND data deleted from MAT but not yet removed from the Meridian 1.

The data in the window is part of the name display data stored in MAT. The complete name data is available as described in CPND Data Change.

Recommended Usage

You cannot build CPND Name data until the CPND data block is defined. First you must configure (or retrieve from Meridian 1) the CPND data block for the selected customer.

When the customer's CPND data block is defined, you can create (or retrieve from Meridian 1) the CPND Names display information.

CPND Data Change

You can change the data associated with the selected CPND view. The selected item in the list view is highlighted. Select an item using a mouse click or use the up/down arrow keys to highlight the desired item. You can also double-click the desired item.

Choose **Edit - Delete** to remove the selected CPND list item. Choose **Edit - Update** or **Edit - Add** to display a dialog that allows you to update the data fields for the selected view.

The two available list views for CPND data are:

- Customer Configuration list (CPND Administration).
- Name display list (CPND Name)

The CPND list view contains only a few items (just one in many cases). This view lists the CPND blocks configured on this system. The Name view might have many items, probably more than will fit in the current window. This is the scrollable list of names whose display parameters are defined for CPND.

Updating the Customer Configuration Data

With **View - CPND** selected, you can change the selected customer's CPND data. The selected CPND block is indicated by a highlight bar in the customer list window.

Choose **Edit - Update** to display the Call Party Name Display dialog:

Figure 15
Call Party Name Display dialog

The screenshot shows a dialog box titled "Call Party Name Display" with a close button (X) in the top right corner. The dialog contains several configuration options:

- Customer Number: A dropdown menu showing "0".
- CPND Configuration (CNFG): A dropdown menu showing "Stand-alone CPND Configuration".
- Maximum Length of Name (MXLN): A text input field containing "27".
- Name Storage for Hospitality (STAL): A dropdown menu showing "Yes".
- Default Length of Name (DFLN): A text input field containing "27".
- Include Designator for MADNs (DES): A dropdown menu showing "Yes".
- Display Call Redirect Reason (RESN): A dropdown menu showing "Yes".
- Reason: Call Forward All Calls (CFWD): A text input field containing "F".
- Reason: Call Forward No Answer (CFNA): A text input field containing "R".
- Reason: Hunt/Call Forward Busy (HUNT): A text input field containing "B".
- Reason: Call Pickup (PCUP): A text input field containing "P".
- Reason: Call Transfer (CTFR): A text input field containing "T".
- Reason: Attendant Alt. Answer (AAA): A text input field containing "A".

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

Updating the Name Display Data

Choose **Edit - Update** in the CPND Name view window (or double-click the item in the list) to display the CPND Name dialog for the selected station name.

Use on-line documentation to get information about the fields found on this dialog.

Figure 16
CPND Name dialog

The screenshot shows a dialog box titled "Call Party Name Display Name". It contains several input fields and buttons. At the top right are "OK", "Cancel", and "Help" buttons. The "Customer" field is a dropdown menu showing "D". The "Language" field is a dropdown menu showing "Roman characters". Below these is the "Entry Type" section with three radio buttons: "Directory Number" (selected), "Dial Intercom Group", and "DNIS IDC". The "Directory Number" field contains the text "4110". The "Name" section has two sub-sections: "First Name" with the text "James" and "Last Name" with the text "Lee". Below these is a checkbox labeled "ex. get name from Location" which is checked, and a text field containing "JK10A". At the bottom, the "Display Format" field is a dropdown menu showing "First, Last", and the "Expected Name Length" field contains the number "27".

Field	Value
Customer	D
Language	Roman characters
Entry Type	Directory Number
Directory Number	4110
First Name	James
Last Name	Lee
ex. get name from Location	JK10A
Display Format	First, Last
Expected Name Length	27